

## ED, Novartis Patient Support CVM Strategy & Management

Job ID  
REQ-10082986

7月 10, 2026

USA

Available in: English

### 摘要

#LI-Remote

This position can be based remotely anywhere in the U.S. (there may be some restrictions based on legal entity). Please note that this role would not provide relocation as a result. The expectation of working hours and travel (domestic and/or international) will be defined by the hiring manager. This position will require 15% travel.

Imagine shaping the future of how patients access and stay on life-changing cardiovascular and metabolic therapies. As the Executive Director, Novartis Patient Support CVM Strategy & Management, you will lead the vision, strategy, and evolution of patient support programs that directly impact patient outcomes and business performance across a critical therapeutic area. Working at the center of a highly matrixed organization, you will partner with leaders across Product Strategy, Market Access, Marketing, Customer Engagement, Data Analytics, and Operations to design innovative solutions, optimize patient and provider experiences, and drive meaningful results. This is a unique opportunity to influence enterprise-wide strategy, lead transformational change, and help

ensure patients receive the support they need throughout their treatment journey.

## About the Role

### Key Responsibilities:

- Lead a core team of cross-functional NPS stakeholders focused on ongoing patient support program refinement and measurement specific to the post-prescription experience in partnership with Program Data Insights and Analytics Center of Excellence (starting and staying on appropriate therapy)
- Service as NPS subject matter expert on cardiovascular landscape and provide key inputs to Portfolio Strategy & Lifecycle Management Center of Excellence for program designs related to onboarding, co-pay, adherence, e-services, and hub operations to ensure reconciliation with product P&L and objectives
- Drive integration of NPS priorities and program performance with identified product priorities and strategies
- Develop and complete marketplace and competitive landscape assessments inform future state of NPS support required for CVM
- Support broad US NPS strategic priorities, budgets, and Key Performance Indicators (KPIs), including the transformation to internally owned, embedded, and customizable suite of technology and customer experience eCommerce capabilities
- Ensure the optimal onboarding patient and customer experience to deliver impact via increased first-fill rate, time-to-first fill, and adherence
- Embrace change leadership and transformational skills to lead the CVM NPS team through internalizing technology and patient customer experience capabilities
- Oversee the creation of patient access and reimbursement content and resources in partnership with NPS Content Development Center of Excellence to support field execution of CVM programs

### Essential Requirements:

- Education: Bachelor ' s Degree required; Advanced degree preferred.
- 10+ years of pharmaceutical, biotech or healthcare industry
- 5+ years in patient support-specific roles, with multi-functional expertise in other pharmaceutical roles, including Market Access, Brand Management, Sales, and/or Operations
- Comprehensive knowledge and understanding of US healthcare system and patient services
- In-depth functional expertise across patient services, specialty/retail pharmacy channel (based on franchise), hub and vendor management, patient service program design and management
- Demonstrated history of designing and developing programs for pipeline and/or mature brands
- Demonstrated history of developing, refining, and monitoring programs for in-line brands
- Experience in driving results in a matrix organization
- Understanding and working knowledge of commercialization process, market access, clinical development, patient access/Affordability and pricing and contracting approaches

## Desirable Requirements:

- Previous people leadership preferred
- Financial and P&L Management experience preferred

## Novartis Compensation Summary:

The salary for this position is expected to range between \$236,600 and \$439,400 per year.

The final salary offered is determined based on factors like, but not limited to, relevant skills and experience, and upon joining Novartis will be reviewed periodically. Novartis may change the published salary range based on company and market factors.

Your compensation will include a performance-based cash incentive and, depending on the level of the role, eligibility to be considered for annual equity awards.

US-based eligible employees will receive a comprehensive benefits package that includes health, life and disability benefits, a 401(k) with company contribution and match, and a variety of other benefits. In addition, employees are eligible for a generous time off package including vacation, personal days, holidays and other leaves.

Why Novartis: Helping people with disease and their families takes more than innovative science. It takes a community of smart, passionate people like you. Collaborating, supporting and inspiring each other. Combining to achieve breakthroughs that change patients' lives. Ready to create a brighter future together? <https://www.novartis.com/about/strategy/people-and-culture>

Benefits and Rewards: Learn about all the ways we'll help you thrive personally and professionally. [Read our handbook \(PDF 30 MB\)](#)

## EEO Statement:

The Novartis Group of Companies are Equal Opportunity Employers. We do not discriminate in recruitment, hiring, training, promotion or other employment practices for reasons of race, color, religion, sex, national origin, age, sexual orientation, gender identity or expression, marital or veteran

status, disability, or any other legally protected status.

## Accessibility & Reasonable Accommodations

The Novartis Group of Companies are committed to working with and providing reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the application process, or to perform the essential functions of a position, please send an e-mail to [us.reasonableaccommodations@novartis.com](mailto:us.reasonableaccommodations@novartis.com) or call +1(877)395-2339 and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

部门

US

Business Unit

Other

地点

USA

状态

Remote, US

站点

Remote Position (USA)

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Alternative Location 1

East Hanover, New Jersey, USA

Functional Area

Marketing

Job Type

Full time

Employment Type

Regular

Shift Work

No

```
var kPlayer = KalturaPlayer55802022 || KalturaPlayer; var config = { targetId:
"kalturaplayer6a52966b021ba988796837", provider: { widgetId: "10m7rm1pm", partnerId:
"2076321", uiConfId: "55802022" }, playback: { autoplay: false, autopause: false, muted: false, loop:
false }, sources: { options: {}, startTime: 0 }, disableUserCache: "true", plugins: {}, sources: { options:
{}}, ui: { showCCButton: false, settings: { showQualityMenu: true, showSpeedMenu:
false }, components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [ { presets:
['Playback', 'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get:
kPlayer.ui.components.Remove } ] } }; // Check and add plugins only if they exist if
(kPlayer.plugins["download"]) { config.plugins.download = { disable: true }; } if
(kPlayer.plugins["transcript"]) { config.plugins["playkit-js-transcript"] = { position: "right", // Default:
bottom;('left', 'right', 'top', 'bottom') to enable transcript. expandMode: "over", // Default:
alongside;('alongside', 'hidden', 'over') expandOnFirstPlay: false, showTime: true, downloadDisabled:
false, printDisabled: false, disable: true }; } if (kPlayer.plugins["preventSeek"]) {
config.plugins.preventSeek = { preventSeekForward: false, preventSeek: false }; }
config.plugins.floating = { disable: true }; if (kPlayer.plugins["navigation"]) { config.plugins.navigation =
{ position: "right", expandMode: "over", expandOnFirstPlay: false, visible: false }; } if
(kPlayer.plugins["hotspots"]) { config.plugins["playkit-js-hotspots"] = { disable: true }; } if
(kPlayer.plugins["moderation"]) { config.plugins["playkit-js-moderation"] = { disable: true }; } if
(kPlayer.plugins["info"]) { config.plugins["playkit-js-info"] = { disable: true }; } if
(kPlayer.plugins["share"]) { config.plugins.share = { disable: true }; } config.ui.uiComponents = []; if
(kPlayer.plugins["googleAnalytics"]) { config.plugins.googleTagManager = {};
config.plugins.googleTagManager.customEventsTracking = {};
config.plugins.googleTagManager.containerId = 'GTM-57RJQ5';
config.plugins.googleTagManager.customEventsTracking.custom = [];
config.plugins.googleTagManager.customEventsTracking = { preset: { coreEvents: true, UIEvents:
false, playlistEvents: false, castEvents: false } }; }
```

```
// Ensure the global player registry array always exists, regardless of embed type.
window.kalturaPlayerVideos = window.kalturaPlayerVideos || []; try { var thumbEmbedPromise =
thumbnailEmbed({config, mediaInfo: {entryId: "1dgfvmafo"}}); // thumbnailEmbed() returns a
Promise that resolves with the player instance // when the user clicks the thumbnail. Use .then() to
capture the player directly. thumbEmbedPromise .then(function(player) {
window.kalturaPlayerVideos.push(player); // Notify kaltura_data_layer.js that a new player is ready so
it can // attach custom event listeners immediately, regardless of when // the user clicked the
thumbnail relative to page load. document.dispatchEvent(new CustomEvent('kalturaPlayerReady', {
detail: { player: player } })); }) .catch(function(error) { console.error(error); }); } catch (e) {
console.error(e.message) }
```

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